


1. In order to use CorrLinks Video Service, you must meet the following requirements:
 - a. A computer running Microsoft Windows 10 (or newer versions). Windows phones are not supported.
 - b. Your computer must have a webcam, speakers, and microphone; all of which must be fully functional under Windows before trying to install CorrLinks Video Service.
 - c. Wireless earbuds are not compatible with the CorrLinks Video Service.
 - d. You must have administrative rights on the computer you will be using, so that you can install the CorrLinks Video Service software.
 - e. Your computer must have high speed internet service that has the sufficient capacity and quick responsiveness needed to host a video session. The service requires a minimum of 500 kbps download and upload speed, and latency less than 100 ms.
 - f. The network connection has to allow the CorrLinks Video Service to be able to communicate with the secure servers controlling the video session.
2. CorrLinks Video Service is not compatible with Macbooks.
3. You will not be able to join a video session, if your computer does not meet the system requirements.

CorrLinks Video Service FAQ

<p>General Questions & Answers</p> <p>https://corrlinks.blob.core.windows.net/vidfaq/General.pdf</p>	<p>Answers basic questions about CorrLinks Video Service.</p>
<p>Install/Update CorrLinks Video Service</p> <p>https://corrlinks.blob.core.windows.net/vidfaq/InstallingSoftware.pdf</p>	<p>Details steps on how to</p> <ul style="list-style-type: none">• install the CorrLinks Video Service• upgrade the software when a newer version is available.
<p>Configure and Test</p> <p>https://corrlinks.blob.core.windows.net/vidfaq/ValidateInstall.pdf</p>	<p>How to configure and test hardware, network and internet bandwidth to confirm they are sufficient to support a video session.</p>
<p>Accepting a Video Session</p> <p>https://corrlinks.blob.core.windows.net/vidfaq/AcceptingRejecting.pdf</p>	<p>How to <i>Accept</i> a video session invitation.</p>
<p>Joining a Video Session</p> <p>https://corrlinks.blob.core.windows.net/vidfaq/JoinSession.pdf</p>	<p>How to <i>Join</i> the video session when the scheduled time arrives.</p>
<p>CorrLinks Video Service System Requirements</p> <p>https://corrlinks.blob.core.windows.net/vidfaq/SystemRequirements.pdf</p>	<p>Details requirements needed to successfully use CorrLinks Video Service.</p>
<p>Improving Audio Quality</p> <p>https://corrlinks.blob.core.windows.net/vidfaq/ImprovingAudioQuality.pdf</p>	<p>Helpful tips to maximize audio quality for your video session experience.</p>
<p>Improving Video Quality</p> <p>https://corrlinks.blob.core.windows.net/vidfaq/ImprovingVideoQuality.pdf</p>	<p>Helpful tips to maximize video quality for your video session experience.</p>
<p> CorrLinks YouTube Videos</p> <p>https://www.youtube.com/channel/UCHEAiZTKJbI77E48TIF5P2Q</p>	<p>How To videos detailing installation, configuring, accepting /joining and improving overall video session experience.</p>

<p style="text-align: center;">Troubleshooting Guide</p> <p>https://corrlinks.blob.core.windows.net/videofaq/TroubleshootingGuide.pdf</p>	<p>Flowcharts that will help navigate through the most commonly experienced problems.</p>
<p style="text-align: center;">Looking for iOS help/information?</p> <p>https://corrlinks.blob.core.windows.net/videofaq/General_iOS.pdf</p>	<p>Link to iOS help documents and other iOS information.</p>
<p style="text-align: center;">Looking for Android help/information?</p> <p>https://corrlinks.blob.core.windows.net/videofaq/General_Android.pdf</p>	<p>Link to Android help documents and other Android information.</p>